

Chapter 4 eBENEFITS

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Chapter 4 eBENEFITS

4.01 Introduction

The President's Commission on Care for America's Returning Wounded Warriors established in March 2007 recommended the creation of a "My eBenefits" web portal that would provide Servicemembers, Veterans, their families and authorized caregivers with a single sign-on, central access point to clinical and benefit data. This chapter contains general information on eBenefits, how to register for an eBenefits account, and how to apply for chapter 31 benefits using the eBenefits Explorer feature.

4.02 References and Resources

Website: www.ebenefits.va.gov

4.03 General Information

eBenefits is a portal; a central location for Veterans, Servicemembers, and their family members to research, find, access, and manage their benefits and personal information. It offers:

- A personalized workspace called "my personal DASHBOARD" that provides quick access to eBenefits tools. When using eBenefits tools, the user can complete various tasks, such as applying for benefits, downloading military records, and viewing their benefits status. This workspace is available to the Veteran, Servicemember or family member once the user creates an eBenefits account.
- A catalog of links to other sites that provide information about military and Veteran benefits.

For a comprehensive tutorial on how to navigate eBenefits, click on "eBenefits Site Tour" under "How to Register & Use eBenefits" on the portal home page.

4.04 Types of eBenefits Accounts

The Department of Defense (DoD) Self-Service Logon (DS Logon) is a secure, logon ID that allows DoD and Department of Veterans Affairs (VA) affiliates to access several websites using a single username and password. A DS logon supports the Personnel Identity Protection (PIP) Directive and National Institute of Standards and Technology (NIST) e-Authentication guidance. In addition, a DS logon provides a high level of authentication assurance in situations where Common Access Card (CAC) authentication is not available.

There are currently two types of DS logon accounts available. Each provides varying access to information depending on the application being accessed.

a. Basic Account

A DS logon basic account is simpler to obtain, but provides limited access to website features. The user can apply for a basic account online without having his/her identity verified in person. This account allows limited access to self-entered information, such as email address and state of residence. It allows the user to review information on benefits for Veterans, Servicemembers or other categories of beneficiary. However, the user cannot see personal information located in VA or DoD systems.

The main advantage of a basic account is that it enables the user to upgrade more quickly to a premium account when he/she goes in person to a VA regional office or TRICARE service center.

b. Premium Account

A DS logon premium account gives the user the highest level of access to website features. The user must verify identity in person to get a premium account. This account lets the user view personal data located in VA and DoD systems, apply for benefits online, check the status of claims, update address records, and much more.

c. eBenefits Account Comparison

The following table provides a comparison of eBenefit accounts.

	No Account	Basic Account	Premium Account
Apply for VA benefits through Veteran's Online Application (VONAPP), which requires a VONAPP account	√	√	√
Check eligibility for VA health benefits	√	√	√
Use Move!23 Health Questionnaire	√	√	√
Request state VA benefits information		√	√
Apply for VA benefits (other than through VONAPP)			√
Check VA Compensation and Pension claims status			√
Check VA payment history			√
Get a VA Home Loan Certificate of Eligibility		√	√
View TRICARE health information			√
Obtain Civil Service Preference Letter,			√

Service Verification Letter, and more			
Check Veteran's appeal status			√
Transfer Post 9-11 GI Bill education benefits			√
Share personal health records			√
Obtain DD214 and other military records			√

4.05 Registering for an eBenefits Account

From the eBenefits homepage, www.ebenefits.va.gov, the user begins the registration process by clicking on the "Register" button on top, right side of the page. The user is directed to the DS LOGON registration page and is provided three methods to register:

a. CAC

The user can register using a CAC with an accessible card reader. A CAC is a hard token credential most commonly known as a "smart ID card" that is issued to active duty military personnel, selected reserve and DoD civilian employees.

b. Defense Finance and Accounting Service (DFAS) Account

The user can register via DFAS myPay account information. A DFAS myPay accounts allows active duty military, civilian employees, and military retirees to access and manage pay information, leave and earnings statements and other financial information online.

c. Defense Enrollment Eligibility Reporting System (DEERS)

The user can register via DEERS account information. DEERS is a master data repository containing the identities of individuals currently or previously affiliated with DoD.

The user chooses a method to register and selects "Continue" to complete the registration process.

4.06 VR&E and eBenefits

a. Apply for Benefits

When the user logs into their eBenefits account, they are greeted with a "Welcome (first and last name of the user)." To apply for benefits, the user clicks on the icon at the top left hand side that says "apply for BENEFITS". On the next page, the user clicks on "Apply for Veterans Benefits via VONAPP". The user is directed to the VONAPP website.

VONAPP is a VA website that enables Servicemembers, Veterans and their beneficiaries to apply for Compensation, Pension, Education, Burial and/or VR&E (Chapter 31 only) online. VA is transitioning from VONAPP to a new online VA claim service known as VONAPP Direct Connect (VDC) for all Compensation claims, which is currently available for use in eBenefits.

b. Benefits Explorer

On the “Apply for Benefits” page, the user must click “Benefits Explorer” under the “General” tab. On the Benefits Explorer page, the user fills out his/her profile on the left side of the page and clicks “Show Benefits” icon at the bottom of the profile. eBenefits uses this information to identify some of the benefits the user may be eligible for based on what information he/she puts in his/her profile.

The benefits listed on the Benefits Explorer page are based on the user’s settings and do not guarantee that the user is eligible for the specific benefits listed on the page. In addition, the information listed on the Benefits Explorer page is not comprehensive, and the user may be entitled to other benefits not listed on the page. The user is invited to visit the websites linked in each section to find more information on specific VA business lines, to include:

- Education
- Healthcare
- Home Loan
- Insurance
- Transition
- Vocational Rehabilitation and Employment

c. VR&E

The VR&E section contains information on the chapter 31 program, and may or may not contain information on other services offered under VR&E, such as information on Educational/Vocational counseling services provided under chapter 36 of the United States Code. The choice of benefits offered to the user is based on what he/she puts on his/her profile.

On the right side of the VR&E section, the user will find information on how to:

- Apply online
- Apply by mail
- Locate VR&E offices
- Find training and employment resources at VetSuccess.gov
- Download an application for vocational and educational counseling